

1 CENTER FOR DISABILITY ACCESS  
2 Raymond Ballister Jr., Esq., SBN 111282  
3 Russell Handy, Esq., SBN 195058  
4 Amanda Seabock, Esq., SBN 289900  
5 Zachary Best, Esq., SBN 166035  
6 Mail: 8033 Linda Vista Road, Suite 200  
7 San Diego, CA 92111  
8 (858) 375-7385; (888) 422-5191 fax  
9 amandas@potterhandy.com

10 Attorneys for Plaintiff

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UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA

**Brian Whitaker**

Plaintiff,

v.

**Coyote Point Inn LLC**, a  
Delaware Limited Liability  
Company; and Does 1-10,

Defendants,

**Case No.**

**Complaint For Damages And  
Injunctive Relief For  
Violations Of: Americans With  
Disabilities Act; Unruh Civil  
Rights Act**

Plaintiff Brian Whitaker complains of Coyote Point Inn, LLC, and Does 1-10 (“Defendants”), and alleges as follows:

**PARTIES:**

1. Plaintiff is a California resident with physical disabilities. He is substantially limited in his ability to walk. He suffers from a C-4 spinal cord injury. He is a quadriplegic. He uses a wheelchair for mobility.
2. Defendant Coyote Point Inn, LLC owns and operates the Best Western

1 Coyote Point Inn located at 480 N. Bayshore Blvd., San Mateo, California,  
2 currently and at all times relevant to this complaint.

3 3. Plaintiff does not know the true names of Defendants, their business  
4 capacities, their ownership connection to the property and business, or their  
5 relative responsibilities in causing the access violations herein complained of,  
6 and alleges a joint venture and common enterprise by all such Defendants.  
7 Plaintiff is informed and believes that each of the Defendants herein,  
8 including Does 1 through 10, inclusive, is responsible in some capacity for the  
9 events herein alleged, or is a necessary party for obtaining appropriate relief.  
10 Plaintiff will seek leave to amend when the true names, capacities,  
11 connections, and responsibilities of the Defendants and Does 1 through 10,  
12 inclusive, are ascertained.

13

14 **JURISDICTION:**

15 4. The Court has subject matter jurisdiction over the action pursuant to 28  
16 U.S.C. § 1331 and § 1343(a)(3) & (a)(4) for violations of the Americans with  
17 Disabilities Act of 1990, 42 U.S.C. § 12101, et seq.

18 5. Pursuant to supplemental jurisdiction, an attendant and related cause  
19 of action, arising from the same nucleus of operative facts and arising out of  
20 the same transactions, is also brought under California's Unruh Civil Rights  
21 Act, which act expressly incorporates the Americans with Disabilities Act.

22 6. Venue is proper in this court pursuant to 28 U.S.C. § 1331(b) and is  
23 founded on the fact that the real property which is the subject of this action is  
24 located in this district and that Plaintiff's cause of action arose in this district.

25

26 **PRELIMINARY STATEMENT**

27 7. This is a lawsuit challenging the reservation policies and practices of a  
28 place of lodging. Plaintiff does not know if any physical or architectural

1 barriers exist at the hotel and, therefore, is not claiming that that the hotel has  
2 violated any construction-related accessibility standard. Instead, this is about  
3 the lack of information provided on the hotel's reservation website that would  
4 permit plaintiff to determine if there are rooms that would work for him.

5 8. After decades of research and findings, Congress found that there was  
6 a "serious and pervasive social problem" in America: the "discriminatory  
7 effects" of communication barriers to persons with disability. The data was  
8 clear and embarrassing. Persons with disabilities were unable to "fully  
9 participate in all aspects of society," occupying "an inferior status in our  
10 society," often for no other reason than businesses, including hotels and  
11 motels, failed to provide information to disabled travelers. Thus, Congress  
12 decided "to invoke the sweep of congressional authority" and issue a "national  
13 mandate for the elimination of discrimination against individuals with  
14 disabilities," and to finally ensure that persons with disabilities have "equality  
15 of opportunity, full participation, independent living" and self-sufficiency.

16 9. As part of that effort, Congress passed detailed and comprehensive  
17 regulations about the design of hotels and motels. But, as importantly,  
18 Congress recognized that the physical accessibility of a hotel or motel means  
19 little if the 61 million adults living in America with disabilities are unable to  
20 determine which hotels/motels are accessible and to reserve them. Thus,  
21 there is a legal mandate to provide a certain level of information to disabled  
22 travelers.

23 10. But despite the rules and regulations regarding reservation procedures,  
24 a 2019 industry article noted that: "the hospitality sector has largely  
25 overlooked the importance of promoting accessible features to travelers."

26 11. These issues are of paramount important. Persons with severe  
27 disabilities have modified their own residences to accommodate their unique  
28 needs and to ameliorate their physical limitations. But persons with disabilities

1 are never more vulnerable than when leaving their own residences and having  
2 to travel and stay at unknown places of lodging. They must be able to ascertain  
3 whether those places work for them.

4

5 **FACTUAL ALLEGATIONS:**

6 12. Plaintiff planned on making a trip in September of 2020 to the San  
7 Francisco, California, area.

8 13. He chose the Best Western Coyote Point Inn located at 480 N. Bayshore  
9 Blvd., San Mateo, California, because this hotel was at a desirable price and  
10 location.

11 14. Plaintiff needs an accessible guestroom. He needs clearance around  
12 beds, he needs accessible restroom facilities including accessible sinks,  
13 accessible tubs or showers and accessible toilets. He needs sufficient  
14 maneuvering clearance in and around the guestroom. He needs accessories to  
15 be located within an accessible reach range. In short, he benefits from and  
16 needs compliant accessible guestroom features.

17 15. Plaintiff went to the Best Western reservation website at  
18 [https://www.bestwestern.com/en/US/book/hotels-in-san-mateo/best-](https://www.bestwestern.com/en/US/book/hotels-in-san-mateo/best-western-coyote-point-inn/propertyCode.05669.html)  
19 [western-coyote-point-inn/propertyCode.05669.html](https://www.bestwestern.com/en/US/book/hotels-in-san-mateo/best-western-coyote-point-inn/propertyCode.05669.html) seeking to book an  
20 accessible room at the San Francisco location on September 14, 2020.

21 16. Plaintiff found that there was little information about the accessibility  
22 of the rooms. For example, under the Amenities tab, the Website stated only  
23 conclusions, such as “Accessible bathrooms and features , including  
24 shower/tub”, “Interior routes to public spaces that do not have abrupt level  
25 changes”, and “Accessible clear floor space”. When one views the specific  
26 rooms offered, very little accessibility information is given. For example, the  
27 accessible King Bed Room merely states that it is “Mobility Accessible.” The  
28 other King Bed Room simply stated “Roll-in shower, mobility accessible”.

1 These vague and conclusory statements do not allow Plaintiff to  
2 independently verify if the rooms are in fact, accessible. For example, there is  
3 no mention if the sinks are accessible, or if the toilets have the proper clearance  
4 around them. There is no mention if the desks in the rooms are accessible, or  
5 if there is an accessible bathtub.

6 17. The defendant's reservation system failed to identify and describe the  
7 accessible features in the guestroom chosen by the plaintiff in enough detail to  
8 reasonably permit him to assess independently whether the particular  
9 guestroom met his accessibility needs.

10 18. This lack of information created difficulty for the plaintiff and the idea  
11 of trying to book this room -- essentially ignorant about its accessibility --  
12 caused discomfort for the Plaintiff.

13 19. Plaintiff would like to patronize this hotel but is deterred from doing so  
14 because of the lack of detailed information through the hotel's reservation  
15 system. Plaintiff not only travels frequently but is always on the lookout for  
16 businesses that violate the law and discriminate against him and other persons  
17 with disabilities, intending to have them comply with the law and pay statutory  
18 penalties.

19

20 **I. FIRST CAUSE OF ACTION: VIOLATION OF THE AMERICANS  
21 WITH DISABILITIES ACT OF 1990** (On behalf of Plaintiff and against all  
22 Defendants.) (42 U.S.C. section 12101, et seq.)

23 20. Plaintiff re-pleads and incorporates by reference, as if fully set forth  
24 again herein, the allegations contained in all prior paragraphs of this  
25 complaint.

26 21. Under the ADA, it is an act of discrimination to fail to make reasonable  
27 modifications in policies, practices, or procedures when such modifications  
28 are necessary to afford goods, services, facilities, privileges advantages or

1 accommodations to person with disabilities unless the entity can demonstrate  
2 that taking such steps would fundamentally alter the nature of the those goods,  
3 services, facilities, privileges advantages or accommodations. See 42 U.S.C. §  
4 12182(B)(2)(A)(ii).

5 22. Specifically, with respect to reservations by places of lodging, a  
6 defendant must ensure that its reservation system, including reservations  
7 made by “any means,” including by third parties, shall:

- 8 a. Ensure that individuals with disabilities can make  
9 reservations for accessible guest rooms during the same  
10 hours and in the same manner as individuals who do not  
11 need accessible rooms;
- 12 b. Identify and describe accessible features in the hotels and  
13 guest rooms offered through its reservations service in  
14 enough detail to reasonably permit individuals with  
15 disabilities to assess independently whether a given hotel  
16 or guest room meets his or her accessibility needs; and
- 17 c. Reserve, upon request, accessible guest rooms or specific  
18 types of guest rooms and ensure that the guest rooms  
19 requested are blocked and removed from all reservations  
20 systems.

21 *See 28 C.F.R. § 36.302(e).*

22 23. Here, the defendant failed to modify its reservation policies and  
23 procedures to ensure that it identified and described accessible features in the  
24 hotels and guest rooms in enough detail to reasonably permit individuals with  
25 disabilities to assess independently whether a given hotel or guest room meets  
26 his or her accessibility needs and failed to ensure that individuals with  
27 disabilities can make reservations for accessible guest rooms during the same  
28 hours and in the same manner as individuals who do not need accessible

1 rooms.

2

3 **II. SECOND CAUSE OF ACTION: VIOLATION OF THE UNRUH CIVIL**  
4 **RIGHTS ACT** (On behalf of Plaintiff and against all Defendants.) (Cal. Civ.  
5 Code § 51-53.)

6 24. Plaintiff repleads and incorporates by reference, as if fully set forth  
7 again herein, the allegations contained in all prior paragraphs of this  
8 complaint. The Unruh Civil Rights Act (“Unruh Act”) guarantees, *inter alia*,  
9 that persons with disabilities are entitled to full and equal accommodations,  
10 advantages, facilities, privileges, or services in all business establishment of  
11 every kind whatsoever within the jurisdiction of the State of California. Cal.  
12 Civ. Code §51(b).

13 25. The Unruh Act provides that a violation of the ADA is a violation of the  
14 Unruh Act. Cal. Civ. Code, § 51(f).

15 26. Defendants’ acts and omissions, as herein alleged, have violated the  
16 Unruh Act by, *inter alia*, failing to comply with the ADA with respect to its  
17 reservation policies and practices.

18 27. Because the violation of the Unruh Civil Rights Act resulted in difficulty  
19 and discomfort for the plaintiff, the defendants are also each responsible for  
20 statutory damages, i.e., a civil penalty. *See* Civ. Code § 52(a).

21

22 **PRAYER:**

23 Wherefore, Plaintiff prays that this Court award damages and provide  
24 relief as follows:

25 1. For injunctive relief, compelling Defendants to comply with the  
26 Americans with Disabilities Act and the Unruh Civil Rights Act. Note: the  
27 plaintiff is not invoking section 55 of the California Civil Code and is not  
28 seeking injunctive relief under the Disabled Persons Act at all.

1           2. Damages under the Unruh Civil Rights Act, which provides for actual  
2 damages and a statutory minimum of \$4,000 for each offense.

3           3. Reasonable attorney fees, litigation expenses and costs of suit, pursuant  
4 to 42 U.S.C. § 12205; and Cal. Civ. Code § 52(a).

5  
6           Dated: September 17, 2020

7           CENTER FOR DISABILITY ACCESS  
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10           By: \_\_\_\_\_  
11           Russell Handy, Esq.  
12           Attorneys for Plaintiff  
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